

3112G	06/24/02	29	<p>Customer stated: "Voice people can hear TTY tones on my VCO calls with relay. This is very aggravating and it happens on a lot of my calls both incoming and outgoing. Specific calls that this has happened on are xxx xxx xxxx and xxx xxx xxxx." Customer has a SuperSprint 4425 by Ultratec. Customer did not have an agent ID numbers on these calls. Customer felt that if the problem continued that he would get the agent ID number. RCS response: Thanked the customer for letting u us know and assured him that a TROUBLE TICKET would be turned into the techs. TROUBLE TICKET 1000254205. Customer would like a call back when the problem is fixed.</p>	07/16/02	<p>TROUBLE TICKET results - This is a known issue that has been around for several years. Info is still being gathered to find a possible resolutions. We will continue to gather info from the customer and hope to find a permanent fix.</p> <p>7/16 - Called customer at home and we connected. We discussed his concerns about "background noises" Mentioned that it is important to document the complaint w/ agent # in order to track down the problem. He understood and shall do that in the future.</p>
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July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12472	07/07/02	5	Customer complained that the agent had a very heavy accent, which prevented him from understanding what the TTY user was saying. He also stated the agent was rude and hung up on him when he requested to speak with a supervisor. Apologized to the customer for the inconvenience. Informed him that his complaint would be documented and that I would address the agent regarding this complaint.	07/07/02	Met with agent. Coached agent on the importance of enunciation and clarity when voicing the TTY user conversation to the voice customer. The inbound disconnected after which the voice customer requested a supervisor and the agent knowing that the outbound line would disconnect gave the outbound customer the relay service number in order to call.
12472	07/07/02	17	See complaint above		See resolution above
12472	07/07/02	21	See complaint above		See resolution above
4746	07/08/02	17	S2S customer's call was misrouted to regular relay. Agent 9540M did not transfer the call and was rude, continuously asking the caller for number calling to info. Customer wants these problems fixed both the misrouting and the rude agent. I thanked him and apologized for the problem. Customer wants Acct manager to contact him with resolution and also wants Susan Livick notified. (Outreach coordinator for OR). Please call through S2S service. Submitted trouble ticket - 276714.	08/15/02	TROUBLE TICKET results - status closed - informed customer via email. Explained that it was a misrouted relay call. Tech indicated not enough information to track down the station site. Customer will inform acct manager if it happens again. Agent not at fault as system misrouted STS call which should have ended up at Arizona center but ended up in Miami Center. Agent may have had difficult time understanding him. Agent was not able to route his call to STS center. Communicated to both outreach coordinator and STS customer.
4746	07/08/02	29	See complaint above		See resolution above
3170G	07/13/02	15	The customer called in that the CA didn't type the message from the answering mach. All she did was type "(answering mach F) beep GA." Customer wants this typed up and sent to Van Scheppach. Thanked the customer for calling in let her know I would fwd to the center and the OR acct mgr. Customer does not want follow up contact.	07/14/02	Discussed with agent the proper procedures for processing answering mach. calls. After talking to the customer, agent felt she didn't want answering mach message typed out so she didn't. Person kept going from VCO to typing, giving agent a lot of instructions, she appeared to be attempting to train agent.

12561	07/13/02	21	<p>Customer complained that the agent started talking to her at the end of call of a religious nature. Agent said 'Jesus is coming soon'. Customer also stated that she had the TTY transcript of the call and would fax it as proof. I apologized to the customer for the incident and informed that the agent would be addressed regarding her complaint. Provided customer with our fax number. Customer requested follow up.</p>	07/13/02	<p>Met with agent and he stated that towards the end of the call the voice person became very friendly and thankful for the service. Agent was coached on how to handle customers that are overly friendly and engaging in personal conversations. Agent also advised that his role is to remain transparent throughout the call and making any comments is never acceptable. Contacted the customer and informed them that the agent was coached on the importance of remaining transparent by not imposing his beliefs onto the customers. The customer was thankful for the follow up and was satisfied with the resolution.</p>
4762	07/17/02	20	<p>Oregon speech to speech user complaining that night agents do not maintain high microphone volume per user customer notes. Agents 4908, 4700, 1925 tonight. I apologized and informed customer that the agents will be talked to. User did not want follow up.</p>	07/22/02	<p>Agent 4700 consulted on the spot and reports during that day many dial outs in succession, each agent resets the microphone control. Spoke with both agents at the AZ center. Both are now fully aware of the need to keep microphone turned up. Agent 1925 - Minnesota Relay agents do not handle speech to speech call processing</p>
4794	07/23/02	0	<p>OR Speech to Speech customer wishes to express his frustration that he had trouble getting through Speech to Speech relay. He tried and tried, but the phone just kept ringing and was not answered at all. I apologized and explained that I did not know what the problem was but that it was possible all S2S agents may have been busy at that time. I explained that this is the sort of thing that the acct manager may be interested in knowing. The customer agreed. The customer said he will communicate with Acct manager on this directly in case it is a chronic problem and can be fixed. Per customer's request, I emailed the acct manager on this incident as verification of this issue. Customer did not want follow up from relay as he will communicate to the acct manager himself. Emailed acct manager Van Scheppach</p>	07/23/02	<p>This customer has communicated this to the account manager. We discussed the nature of the problem not being able to identify the cause of the problem. Will wait and see the final invoice statement with STs routing traffic that may impact that day with high call volume. No follow up needed.</p>
4794	07/23/02	20	See complaint above		See resolution above

5318	07/24/02	4	The customer was upset because it seemed no one was talking to her. She asked the agent "Are you there" The agent did not respond. The customer did not think anyone was there and hung up. I apologized for the inconvenience and asked if they wanted to be contacted. They did not answer just said they really did not like relay and were very frustrated I asked what we would do to help them have a better experience and they said more training. I said I would make a note of that and again asked for their name and number to have someone call them. Then they wanted to make a call so I placed it for them.	07/25/02	Met with trainee. Trainee was coached on the importance of keeping the customer informed when requesting supervisor assistance. Contacted the customer. Apologized to the customer for the inconvenience and informed her that the agent needed assistance while processing her call and requested supervisor assistance however when doing so failed to inform her. Explained to the customer that the agent was coached on the importance of keeping the customer informed. The customer was satisfied with the resolution and thankful for the call back.
5319	07/25/02	8	Voice customer said that the operator was really rude sounded really disappointed and had a lack of effort toward the call. Customer would like to be contacted with a resolution and more info. I told the customer the he would be contacted with a resolution.	07/25/02	ID 9118 is not currently assigned nor was it logged into the system on this particular day. Contacted customer. 1st attempt left a message on answering mach informing him I would contact him at a later time. 2nd attempt - Customer not available. Instructed to call later. 3rd attempt - customer not available.
5319	07/25/02	17	See complaint above		See resolution above
3224G	07/31/02	6	A VCO customer called to say that agent did not spell words correctly and "this is very difficult for me and all the agents should type slower, look at keyboard, and learn how to spell." Thanked the customer for taking the time to let us know about this situation. No follow up required.	08/02/02	Met with agent. Coached agent on the importance of typing accurately to ensure that messages are received clearly and understood by customers.
3224G	07/31/02	7	See complaint above		See resolution above

August 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3295G	08/19/02	00	Customer states that he has tried calling Speech to Speech more than 8 times and no one is answering. He gets only the busy signal. Apologized to the customer for the problem and assured that a complaint would be sent in so that it could be investigated further.	08/20/02	Unable to resolve due to no CA # given. In addition customer didn't leave a # to call back. Case closed unable to track agent # or customer phone number. - Van Scheppach
3233G	08/02/02	9	Customer called in asking if there was a procedure change on answering mach procedures then went on to say the CA did not relay the message from the answering mach just typed "(answering mach) beep GA". The CA was asked to type out the message and didn't. Apologized to the customer and let her know that I would write up and forward it on to the appropriate center. Customer does not want contact with resolution.	08/05/02	Unable to follow up with this agent due to no longer here. No further action possible.
3233G	08/02/02	18	See complaints above		See resolutions above

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3341G	09/03/02	29	Customer has her Character of choice (COC) 10 10 811 Vartec stored in database but continues to receive Sprint charges her bill. I verified that COC selection is in database. I opened trouble ticket per OR account manager. TROUBLE TICKET I000382728 Customer does require follow up.	12/27/02	Customer now uses CapTel on the 9 month trial. SO I was not able to get hold of her via CapTel Call. TROUBLE TICKET results - A call daily record search was done that allowed us to verify that the calls were sent with a local code of 333 billed as Sprint for the three calls listed on the face of the ticket. There is no other search that we can do to determine why that customers call was not sent as Vartec. All that we can do is verify the billing for that customers call on the day in question.
4912	09/06/02	9	Customer believes CA did not relay properly during a call this morning to a travel agent. When customer visited travel agency in the afternoon travel agent thought she wanted to go to Canada when she had said on the phone she wanted to go to Oklahoma City. She wants the CA coached. I apologized and thanked the customer. She does not want to be contacted.	09/10/02	CA said she voiced exactly what TTY person typed - letters "OKC" and she voiced it as "OKC". Voice person responded Oklahoma City OK and that exactly what CA typed to inbound TTY person. CA said she is aware she needs to type and voice exactly as given.
2136	09/09/02	5	TTY customer was upset with CA. He said he placed a call and reached a recording. He started to give the CA a message to leave the and the CA hung up on him. I apologized to the customer and told him I would refer the complaint to a supervisor for follow up. No follow up necessary.	09/14/02	Was informed customer made inappropriate comments toward agent and customer was advised that agents are not allowed to engage in personal conversation and requested the number to call. The info was provided and a recording reached. Customer again began making inappropriate comments and when he was informed that a supervisor was being alerted the customer disconnected. Met with supervisor who assisted agent and was informed that the info the agent provided was correct. Based on info provided, agent followed proper procedures.

3369G	09/12/02	32	Customer called in stating that he was unable to connect to the 900 xxx xxxx; When trying to reach that relay number, all it did was ring and ring. Thanked the customer for calling in and let him know I would have the techs check into it TROUBLE TICKET 400768. Customer wants contact with resolution.	12/27/02	TROUBLE TICKET results - I have made several test calls to the 900 number provided. All of which connected within the first ring. Could not duplicate the problem reported. A possibility of the network being busy, may have prevented the call from connecting correctly. Could not recreate the problem with it not connecting. 11-12-02 Attempted to contact customer - no answer. 11-19-02 attempted to contact customer no answer. 12-27-02 attempted to contact customer no answer.
12235	09/17/02	21	Caller stated he gave a local number and the agent sent a message that read "this call can not be completed through relay LD calls have been restricted from your phone number." Caller wanted to know why the agent sent that msg. Caller stated that while they were asking the agent what the message meant the agent proceeded to redial the number. I apologized for the inconvenience and advise the customer the agent would be addressed.	09/17/02	Coached agent on the proper procedures to follow when the customer wants to interrupt. Appropriate action will be taken.
3402G	09/20/02	35	Customer called in trying to connect OR relay. HE tried one time and connected to RTX agent the second time he tried to reach relay customer service he connected to MO relay and then had to be transferred to us. Apologized to the customer.	12/27/02	Complaint form lacked info as to agent #, therefore unable to track down the concern.
2159	09/20/02	5	TTY customer asked CA to dial a # and the CA did. The person who answered hung up. The customer asked CA what did she do? (Referring to the OB who hung up). The CA refused to answer and hung up on customer. I apologized for the inconvenience and asked if they would like a call back pending the resolution of this matter. Customer asked we call back.	09/20/02	CA gave approved phrase "CA no longer has that info" After this CA reports customer did not respond. After 3 minutes CA disconnected call. Discussed with customer - may be a technical problem. -Van Scheppach
2159	09/20/02	17	See Complaint above		See Resolution above
6144X	09/22/02	17	Voice called TTY and male agent chuckled at TTY's typing. At times openly laughed. Voice asked if there was a party going on and agent said "No". Voice asked if agent was laughing at TTY - agent said yes and again started to laugh. I sincerely apologized to the caller who was extremely upset.	05/20/03	No call-back required. Closed, no phone number to call to follow up.

3414G	09/22/02	17	Customer unhappy with agents who have heavy accents. She can hardly understand and states agents can hardly read English. She has experienced this continuously and is tired of it. Reports happens most often with agents whose ID numbers begin with 9. Usually hangs up and calls back until she gets an agent who speaks clear fluent English. Complaining because this agent had a very heavy accent and could barely read English being typed to him but was laughing throughout the call.	09/22/02	Spoke with agent. He stated that he was not laughing at the TTY user. Coached the agent on the importance of remaining transparent of not engaging in personal conversations and to always remain professional. Also advised agent on the consequences of being rude to customers and not following proper procedures. Due to the nature of the complaint appropriate action will be taken. Customer was contacted on 9/25 regarding the resolution. Spoke with customer. Stated that the agent had been addressed on his inappropriate handling of the call and his not being professional. Also advised customer that this type of behavior is unacceptable and not tolerated. Customer satisfied with the resolution.
12397	09/24/02	21	Customer stated that agent interrupted them while they were typing a msg. I apologized to the customer for the inconvenience and informed the customer that the agent would be addressed. Customer does not request follow up.	09/26/02	After this complaint it was discovered that no one was logged into the system using this number at the time of the complaint.
12389	09/24/02	3	The customer stated the operator did not repeat the answering mach message upon his request. I apologized to the customer for the inconvenience and informed the customer the complaint would be documented. Customer did not request contact.	09/26/02	Based on the info provided proper procedures were followed. No further action will be taken.
8956	09/30/03	5	CA rudely cut off the voice person during relay call. Voice person wants us to follow up with it through a letter or phone. I explained to the voice person that we will make a note of this complaint and apologized for the inconvenience.	10/02/02	I talked with CA about this incident. CA said that she didn't recall and believed the voice person mistakenly gave the wrong CA number. The CA was coached to verify the number when in doubt.
8956	09/30/02	17	See Complaint above		See Resolution above

October 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7147A	10/02/02	2	On a scale of 1 - 10 with 10 being the best, operator is a 4. The customer explained that operators are ignoring the customer notes and so customer is having to repeat info already on the screen. Thought database would save time but it hasn't. Notes concern LD. Thanked customer for time taken to give feedback and that would let operator's supervisor know.	10/04/02	Met with agent. Coached agent on the importance of reading and adhering to the customer notes. Also had a coaching session with the agent on selecting various COC's such as 10 10 xxxx and when it is appropriate and when it is not appropriate to select the Sprint or COC options.
7148A	10/02/02	2	Customer notes are not being read so customer has to continually repeat info that's on the operator's screen. Notes concern LD dialing instructions. Thought data would save time but it hasn't. Thanked the caller for time taken to give feedback and assured them the operator's supervisor would be notified.	10/08/02	Customer did have notes on how to use calling card but did not specify with # to dial that it would be long distance. Once agent realized # was LD agent stopped call to redial with calling card.
5348	10/17/02	3	Customer asked CA to get a supervisor more than 3 times. CA said the relay is not allowed to answer any questions. I apologized to customer and told them if they had questions to beep for a supervisor or call customer svc. Customer would like to be contacted.	10/31/02	CA coached to always beep for a supervisor if asked and if the TTY message is unclear because of garbling. They should send ctrl-2. Unable to contact customer.
2007X	10/18/02	4	Agent did not keep TTY user informed. TTY user does not want a call back. "Just coach this agent." Thanked TTY user for informing us.	10/18/02	Talked to agent about this call. Told her that she must inform TTY user of anything that happens during a call. She understood and agreed to review procedures.
3029H	10/28/02	5	Customer placed a call and party answered and agent typed GA. Customer voiced her response and never received any further typing from the relay operator. A disconnect was indicated. The customer attempted to speak again and waited a few minutes but still received no further response. I apologized for the inconvenience and told the customer I would document complaint and forward it to the call center where the agent is located for follow up with a supervisor. No follow up requested.	10/28/02	CA said she did not have any call like this today. She said she would most definitely type what the voice customer said. Center did have a problem early in the day with garble type and no type to inbound on calls placed through the internet. The problem was fixed.
3039H	10/28/02	29	Customer cannot be heard on VCO when receiving a call through the relay. I apologized for the problem and let them know a trouble ticket would be issued on this problem, TROUBLE TICKET# 497144. Customer requires follow up by either tech or acct mgr to assure problem is resolved.	10/29/02	TROUBLE TICKET Results - Customer did not have VCO equipment He just had a normal phone given to him by PUC. He was not a deaf person. He could hear and talk. Not sure why he was using relay but told him to contact the PUC and get the correct VCO phone.

4987	10/29/02	20	Customer said he could not get through to a speech to speech operator yesterday between 9 and 10 am. He also stated that his friend could not get through to him between 4 and 5 pm. He said this happens quite often and is upset with the situation to the point of being discouraged from using the svc. I apologized to the customer and said I would report the problem and found that Sprint tech was updating software on the speech to speech stations yesterday called the customer back and explained that could be the possible reason he could not go through and that updates were infrequent and try using the svc again. The customer still wants someone to contact him.	11/01/02	Connected with STS customer and discussed several ways to improve on Oregon STS services. Customer was pleased that I called.
2008X		4	Agent did not keep the customer informed. TTY user does not want a call back - just coach this agent, thanked the customer for informing us.	10/18/02	Talked to the agent about call. Told her that she must inform TTY user of anything that happens during a call. She understood and agreed to review procedures.

November 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3094H	11/12/02	0	Puerto Rico voice user upset with agent because the agent typed to the TTY user when he asked for a repeat. Customer spends 600mins on relay with deaf friend and in the 30 other agents who have processed his calls they always repeat when he asks. Apologized for the problem explaining that agents are trained to type everything heard to the TTY use so they can respond as the call is between the deaf person and the hearing person and the agent is not involved except to relay. Customer would like contact form acct mgr.	11/05/02	CA was processing the call correctly. Followed up with CA on procedure. Unable to reach customer for follow-up.
3094H	11/12/02	3	See Complaint Above		See Resolution Above
3124H	11/19/02	24	Caller reporting a problem for TTY customer regarding inability to complete an international call thru OR relay to South Africa. I apologized to caller for the problem and interfaced with caller to get info on the TTY customer to open TT#546486 to look into the problem. Customer svc notified the caller to let her know the call was able to be completed on test calls and more info would be needed to pursue the matter further.	12/27/02	Called and spoke with Pioneer LD company rep about the problem. Sharon is out until January 13th. Left my number for her to call back to follow up on this. Our technical support is unable to duplicate this.
3101	11/13/02	24	Customer having an intermittent problem where people cannot hear them on VCO. I apologized to customer for the problem and let them know a trouble ticket would be opened to investigate the problem. Follow-up is requested on this issue with customer.	03/08/03	Called customer for follow-up and customer's wife said problem has been fixed.

December 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2300	12/10/02	21	Caller upset that CA had lots of garbling from Relay and insisted it was not their TDD. Did not want follow up.	12/17/02	Spoke with CA regarding policies using Ctrl U and slowing down typing speed. She pointed out that it was not documented that the TTY user had informed her there was garbling.
4030Z	12/10/02	3	Customer complained that CA didn't explain to outbound person about the relay svc or didn't relay everything to outbound person. Apologized to customer for frustration and asked for CA# in order to follow up but the customer didn't have CA#. I suggested her to document CA# in the future. Then we'll be able to assist her better to resolve the issue. Customer was satisfied.	12/10/02	Unable to coach the CA due to no number provided.
3199H	12/10/02	5	Customer states agent hung up on her. She was typing and her call was disconnected. Customer svc rep apologized to the customer for the frustration she experienced Supervisor will be notified. Customer requests follow up.	12/10/03	CA does not remember any computer problems causing a call to disconnect and said she would never deliberately hang up on a customer and knows procedure to let supervisor know if a call was disconnected accidentally. Attempted to contact the customer for follow up several times - no answer.

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6324X	01/03/03	21	Oregon police officer called into Relay and asked for supervisor. Officer explained that TTY user had made threats to company thru Relay. Officer wanted more info on Relay and on TTY user.	01/03/03	Supervisor informed officer of call procedures and transferred call to customer service.
5375	01/06/03	5	Customer requested supervisor 3 times and agent sent Alt 8 answering mach hung up. I informed the customer the CA would be coached to request assistance immediatly when a supervisor is requested. I apologized for the inconvenience.	01/21/03	CA coached to call for supervisor immediately when one is requested. No further contact customer satisfied.
5521F	01/13/03	21	OR TTY user asked CA if today was Monday, Jan 13th. The agent replied that they did not have that info. Apologized for the problem explaining I would let the agent's supervisor know so they can speak to agent about this. Customer does not want contact.	01/21/03	This agent number was incorrect. No further contact requested by the customer.
2366	01/22/03	3	VCO user was concerned that when she receives incoming calls she always answers she is hearing impaired and instructs the caller to use relay. She reports often agents do not begin typing to her when she says this.	01/22/03	Assistant supervisor offered to update notes (already said she was a VCO user). Updated notes and customer seemed satisfied.
12986	01/24/03	21	Customer complained that the agent interrupted her when she provided a second number to be dialed. After reviewing the agent's screen, apologized to the customer for the inconvenience. Informed the customer that the agent had accidently pressed the wrong button however advised that her complaint would be documented.	01/24/03	Met with agent. Coached agent on the importance of paying attention to the buttons she presses.
4078	01/31/03	8	Customer frustrated with agent. Agent left message on answering machine which was virtually unintelligible due to poor diction and inconsistent volume. Apologized and said supervisor would be made aware of problem.	02/03/03	Unable to follow up on complaint as number is not a valid agent number.

February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3402H	02/06/03	24	Customer states he's a federal employee who uses ORS. Relay operator tells his number is being answered by a fax machine. This has been a problem for two weeks. (The calling number should be noted). But customer states he calls from his dedicated number using Nextel software. Customer svc rep agreed to submit a trouble ticket to our techs. Customer follow up required. TROUBLE TICKET# 1000708175	03/25/03	TROUBLE TICKET results - Spoke with customer. We are in agreement that this is a training issue. The agent is not waiting long enough for an ASCII connection before disconnecting caller. They are assuming that it is a fax machine, when it is not. The tones are similar to his Nextel software handshake. I have spoken with the Tucson trainer. He will speak with the other trainers to rectify this problem with the current agents through additional training. Resolved by tech. Contacted customer regarding software issue.
2417	02/16/03	5	TTY caller upset because CA hung up on them before the calls were finished. I apologized for the inconvenience and told the customer the CA's supervisor would be notified.	02/22/03	Met with agent concerning the complaint. Agent stated that she not remember the call or hanging up on a customer. Coached agent on the importance of remaining polite and patient on all calls at all time. Agent was advised of the consequences of hanging up on a customer. Stressed to the agent about the severity of hanging up on a call. She was also advised to document and call a supervisor for assistance when experiencing any technical problems while processing calls. Appropriate action to be taken.
3473H	02/25/03	24	OR hospital calling to report that TTY user patient can not make local call. Agents ask for billing info. Customer calling from number does not match number on screen. Suggested they contact LEC and I entered TROUBLE TICKET for relay techs to trouble shoot. Apologized for problem. Customer would like contact from techs with results. TT#752425	03/06/03	TROUBLE TICKET results - Worked with the tech listed as the POC. There was an issue with the PBX that the customer dialed through not passing the correct ANI to sprint. The tech has corrected this problem and test calls conducted through the mo issue position have confirmed that this is no longer an issue. Tech has contacted customer.
5385	02/04/03	4	See complaint above	02/27/03	CA coached to verify the calling to # before dialing out. No further contact possible.

March 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6421X	03/16/03	5	The agent hung up and wasted my LD. I apologized to the customer and said I would fwd it on. I called Sprint to ask for immediate credit. Customer does not need a follow up call.	03/17/03	CA does not remember call. CA voiced knowledge of 3 minutes wait and getting supervisor approval disconnect.
or4311	03/04/03	4	Agent could barely be understood by hearing caller. TTY customer called her via OTRS to let her know about a problem. Caller reported that the agent had a very heavy accent and she could hardly understand what the agent saying. Had to repeat several times on the call. Process was very slow, as if agent says one word at a time.	03/08/03	Reviewed system report and that agent number was not used and has not been assigned to anyone. Could not resolve this complaint due the lack of info and a number that has not been assigned.
or4312	03/04/03	8	See complaint above		See resolution above
or4313	03/04/03	21	See complaint above		See resolution above
6402X	03/01/03	5	TTY was disconnected from person. She called then asked why they were disconnected and relay agent would not explain. No follow up requested. Apologized to the customer and assured complaint would be documented.	03/08/03	Met with agent. She had no recollection of this particular call. Agent was coached on the importance of keeping customers informed at all times.

April 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2498	04/21/03	5	TTY user said they were placing a call and CA hung up on them. Caller was upset and said they were trying to place a call and were hung up on. No call back needed. Apologized and said I would write up a complaint and the CA's supervisor would follow up with them.	04/21/03	Spoke to CA and CA doesn't remember the call. She said she would not hang up on a person. Coached CA not to hang up on callers. Make sure the screen is blank before hanging up and told her if there is some kind of problem to get a team leader to help.
3172-I	04/28/03	26	Customer having garbling problems when using the OR relay. I apologized to customer for the problem and opened a trouble ticket 1000898718 to resolve the issue. Customer needs follow up.	05/01/03	Will have the newly-hired account manager follow up to contact this customer to see if it is still a problem. Will try to get agent number to identify by tracking down the garbling problem. It may have been the MN center that was having the trouble.

May 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2544	05/27/03	5	TTY said they placed a call and the outbound voice was saying vulgar things and the CA stopped typing. Customer said they didn't understand what happened. The TTY user wanted to speak to that CA. Person taking complaint apologized and said that wasn't possible, but that this person would forward the concern to that CA's supervisor. Person taking complaint also explained that it's possible that it was a technical issue.	05/28/03	Agent ID number is currently unassigned. Customer did not want follow-up, so no further investigation is warranted.
2544	05/27/03	17	See complaint above		See resolution above

Attachment # 2

Summary Log for June 1, 2002 – May 31, 2003 Oregon Relay

For the period of June 1, 2002 through May 31, 2003, Sprint processed more than 748,921 outbound calls on behalf of Oregon Relay, receiving a total of 72 ($< 0.001\%$) customer complaints. All 72 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 72 complaints were escalated for action to the State of Oregon or to the Federal Communications Commission.



Oregon Relay

June 2002 - May 2003

SERVICE COMPLAINTS													PCT
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#00 Answer Wait Time	0	1	1	0	0	1	0	0	0	0	0	0	3
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	2	0	0	0	0	0	0	0	2
#03 Didn't Follow Cust. Instruct.	0	0	0	1	1	1	1	1	0	0	0	0	5
#04 Didn't Keep Customer Informed	0	1	0	0	2	0	0	0	1	1	0	0	5
#05 Agent Disconnected Caller	0	1	0	3	1	0	1	1	1	2	1	1	12
#06 Poor Spelling	0	1	0	0	0	0	0	0	0	0	0	0	1
#07 Typing Speed/Accuracy	0	1	0	0	0	0	0	1	0	1	0	0	3
#08 Poor Voice Tone	0	1	0	0	0	0	0	0	0	0	0	0	1
#09 Everything Relayed	0	0	1	1	0	0	0	0	0	0	0	0	2
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	1	0	0	0	0	0	0	0	0	0	0	1
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	3	0	4	0	0	0	0	0	0	0	1	8
#18 Problem Answer Machine	0	0	1	0	0	0	0	0	0	0	0	0	1
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20 Speech to Speech	1	2	0	0	1	0	0	0	0	0	0	0	4
#21 Other Problem Type Complaint	2	2	0	2	0	0	1	3	0	1	0	0	11
TOTAL	3	14	3	11	7	2	3	6	2	5	1	2	59

TECHNICAL COMPLAINTS													PCT
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	1	0	0	0	0	2	0	0	2	0	0	0	5
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	1	0	1
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	2	1	0	1	1	1	0	0	0	0	0	0	5
TOTAL	3	1	0	1	1	2	0	0	2	0	1	0	11

MISC COMPLAINTS													PCT
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	1	0	0	0	0	0	0	0	0	1
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35 Other	0	0	0	1	0	0	0	0	0	0	0	0	1
TOTAL	0	0	0	2	0	0	0	0	0	0	0	0	2

TOTAL CONTACT 6 15 3 14 8 4 4 3 6 4 5 2 2 72



Oregon

Theodore R. Kulongoski, Governor

Public Utility Commission

550 Capitol Street NE, Suite 215

Mailing Address: PO Box 2148

Salem, OR 97308-2148

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

June 25, 2004

Erica Myers
Federal Communications Commission
445 12th Street SW
Room TW-A325
Washington, DC 20554

RE: Oregon TRS Complaint Logs for June 2003-May 2004

Enclosed are copies of the cover letters and complaint log summaries for Oregon Telecommunications Relay Services (OTRS). Please note that All OTRS complaints and resolutions are directed to the contact listed below:

Damara Paris, RSPF Manager
Telecommunication Assistance Programs
Oregon Public Utility Commission
550 Capitol Street NE, STE 215
P.O. Box 2148
Salem, Oregon 97308-2148
(503) 373-1413 TTY
(503) 378-6211 Voice
(503) 378-6047 Fax
(800) 648-3458 TTY Toll Free (in state only)
(800) 848-4442 Voice Toll Free (in state only)
damara.paris@state.or.us E-Mail

Please contact me if you have further questions.

Sincerely,

Damara Paris, RSPF Manager



June 2003

Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/04/03	17	OR voice customer concerned she could not understand what the CA was saying. Customer said CA was speaking in a monotone almost robotic voice and felt this was a rude way to <i>handle the situation</i> .	06/05/03	Unable to follow up with CA as this was an invalid CA number.
06/04/03	3	CA's accent was hard to understand - voice had to spell a lot of things.	06/06/03	Coached agent on the importance of speaking clearly and to follow instructions for our customers at all times.
06/04/03	9			
06/11/03	29	VCO customer was concerned that since June 8th she could not reach relay by dialing 711. She was also concerned that she could not reach customer service. TT#1001037612	07/02/03	TT results - The customer's LEC is responsible for routing 711 to relay. If customer cannot reach relay by dialing 711, they need to contact their LEC.
06/24/03	5	Customer asked the agent three times to spell a word and the agent didn't and hung up on the customer.	06/25/03	Advised agent to ring for supervisor if agent doesn't understand caller's questions or instructions.
06/19/03	3	Agent explained relay after customer instructed not to.	08/29/03	Unable to follow up with CA as this CA is no longer with relay.
06/20/03	3	Voice inbound said CA did not type her real words and was putting her own words in the conversation.	06/30/03	CA was coached on proper procedures.
06/20/03	7	TTY customer stated that the agent interrupted them while they were trying to type the phone number.	06/25/03	Talked with agent about the call. Agent <i>rememebers the call and said tty user</i> simply started typing before greeting macro had printed out completely.

July 2003

Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/24/03	29	Computer msg stated FD number not available. TT I001089418	07/25/03	TT results-Customer's DB has no frequently dialed numbers.

August 2003

Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/03/03	0	TTY user said they are not able to talk to the agent at the end of the call because it automatically disconnect shortly after the inbound voice disconnects.	08/04/03	The system automatically disconnects which the agent cannot control. The agent is not responsible for disconnection.
08/15/03	3	Agent called police and said customer wanted to commit suicide. Customer never told the agent to call police.	08/21/03	This CA was not working at this time. No follow up with CA needed.

September 2003

Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/04/03	17	VCO customer said agent was very rude.	09/16/03	Agent has been coached on not telling inbound voice that information is needed.
09/25/03	1	Customer stated that the agent waited too long to dial out.	09/25/03	Coached the agent on the importance waiting for instructions to disconnect.
09/30/03	21	Customer was angry that agent could not explain a recorded message he had just typed specifically what "blocklist.com" was.	09/30/03	Policy complaint agent followed proper procedures.
09/30/03	3	The caller tried to interrupt CA in the middle of recording to request for a live rep. CA ignored and kept on typing the while recording.	10/01/03	Spoke with CA on the need to be receptive to the caller.

October 2003

Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/15/03	5	IB tty states that she placed a call and received an answering machine. Then placed another call and CA hung up on them.	10/16/03	Coached CA on staying on line to make sure caller doesn't want to place another call and to put up red cup for a possible disconnect.

November 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2779	12/22/03	3	TTY customer said CA did not follow instructions to not use calling card after getting number of minutes.	12/22/03	CA followed instructions as nothing was said to CA to not use the card to place the call.
8577D	12/23/03	0	Agent did not send relay announcement to announce call or CA ID number.	12/30/03	CA was coached. CA followed proper procedures.

January 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3017K	01/25/04	29	Customer cannot get through privacy manager. The customer is upset that her caller ID does not automatically show when dialing to this nhr in order for her to get through the privacy manger.	05/26/04	TT results- Caller ID is not enabled for New Hampshire.
9100FL	01/09/04	21	Operator advised the agent that agents are not allowed to engage in personal conversation.	01/09/04	Team Manager advised agent that she did follow proper call procedure.

February 2004

Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/27/04	4	VCO stated CA did not keep her informed when she was transferred from live person to recording.	02/27/04	CA was coached on proper procedures.
02/20/04	3	Voice had asked the CA to slow to 40 wpm. CA said it was not possible without supervisor assistance, then proceeded to dial call.	02/20/04	No CA number - cannot follow up.
02/24/04	3	Customer asked agent for nbr and agent provided OR relay number instead of agent id number.	02/27/04	While supervisor was there agent did type ID and customer kept asking for it two or more times so supervisor took over apologized and provided requested information.

March 2004

Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/11/04	3	Agent did not follow instructions on a lengthy call involving recordings. Type was slow and did not give caller the GA to indicate recording waiting for info to be entered.	03/13/04	Coached agent on the proper procedures to follow when a recording repeats itself.
03/16/04	17	Agent interrupted caller when caller was typing number to call.	03/17/04	Coached agent on the importance of call etiquette and showing customers respect.
03/23/04	3	OR TTY user concerned about agent asking them for a telephone number and password when they asked for AMR.	03/26/04	Coached CA on correct handling for AMR.
03/26/04	8	Caller said agent typed to VCO user that caller speaking slowly and robotically and discriminating against her.	03/30/04	Agent typed background. VCO said rep was discriminating agent did not say this.

April 2004

Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/21/04	5	Agent dialed a number and reached answering machine. Agent dialed second number and then hung up on TTY customer.	04/23/04	Coached agent on correct disconnect procedures.

May 2004

Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/05/04	17	Voice customer shocked that relay agent rude and abrupt in processing TTY to voice call.	05/07/04	Agent states she had to redirect voice customer to speak directly to TTY caller (Voice customer kept saying "she" and "tell her"). Agent redirected with phrases like "please speak directly to the caller" "the operator is not involved in the conversation"
05/20/04	17	Voice caller trying to call customers back, inadvertently called to Oregon Relay. Reports that CA was abrupt and rude and unprofessional.	05/20/04	Met with CA and coached on maintaining a professional demeanor. CA was advised to call for a supervisor when reached levels of frustration.
05/15/04	5	TTY user calling on behalf of her friend who used relay reports "relay lady is very rude to her a lot like that, hung up on Chrissy 2 times and trying to call her mom."	05/17/04	Supervisor reviewed proper procedures with CA.